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Holiday Greetings From the Bankcard Center

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To you, our customers, we wish you the best of the holiday season, and the new year.

May the season inspire each of us to give a little of what we have, to share a little of who we are, to help make this the kind of world that it was meant to be....

We look forward to working with all of you again in 2005.

Commerce Bankcard
Center Staff

Janette, Pat, Donna.

Kathryn & Ann



SmartPay Newsletter

December 2004

New! On-line Payment Feature For Individually Billed Travel Cardholders

Citibank is pleased to announce that they now offer a payments feature for the Online Statements product. This exciting new feature offers U.S. issued, Individually Billed Travel cardholders the opportunity to make payments online!

Key features of the product include:

- * Access to remit payments online, 24 hours a day, 7 days a week from anywhere the cardholder has access to the Internet!
- * Easy-to-use interface that enables a simple, 3 step process to effect payments; 2 steps when account information is stored on their secure server!
- * Ability to review payment history, including the ability to see the amounts paid and financial institution(s) used.

Perhaps best of all...there is **no charge** for cardholders to use this service!

This feature went live on November 29, 2004. Citibank has already received payments from as far away as Jakarta, Indonesia!

To access the On-Line Payment System, go to <https://www.onlinestatementscards.citidirect.com>

You will be prompted to Sign In with your account information and create a user ID and key question. Then Citibank will e-mail you with your password.

For ease in using the new on-line payment system, **please Click on the following Quick Reference Guide.** Page 3 refers to the on-line bill payment process.

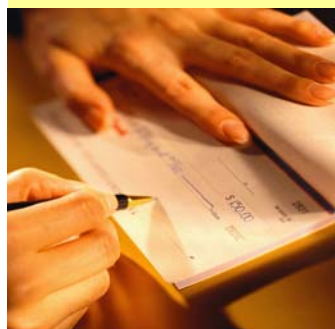
[Quick Reference Guide](#)

If you have not had any travel card activity for the past 5 months, you will not be able to self register until you use your travel card. There must be statement activity within a 5-month period before the

self-register feature will work for you. If you need assistance at any time, you may contact Citibank's Help Desk at 1-800-790-7206.

This feature will be especially helpful to cardholders overseas and those cardholders who take trips back to back with little time at home for bill paying.

Note: Whether you choose to pay on line (free), over the phone using your checking account (\$7.95 fee), or mail a check with your bill, prompt payment to Citibank is expected.



Travel Delinquencies

Citibank reports that overall, agencies have improved in travel payment delinquencies comparing 2003 to 2004. Typically, from November to February, there is an increase in delinquencies on Individually Billed Travel Accounts due to the holiday season. Cardholders — please do not be tempted to use your reimbursement of travel voucher funds to float funds for the holidays. All delinquencies are reported to CFOs within your agencies for action and salary offsets are initiated when a cardholder is 60 days past due. Citibank urges Travel Agency Program Coordinators to monitor payments especially close this time of year. All Individually Billed Travel statements must be paid in full within the 30-day billing cycle — No partial payments and no delayed payments. Thank you for your cooperation in keeping the DOC Travel Program in good standing.

Farewell to DOC's Travel Coordinator

We send our fondest farewell to DOC's Travel Agency Program Coordinator (APC), Bob Van Eimeren. Bob's last day at DOC is Jan 7. Best of luck to you in your new endeavors. We welcome Jeanette Powers as the new DOC Travel APC.